



CLASS NUMBER AND NAME:

MDN251 MEDICAL OFFICE PROCEDURES II

TOTAL HOURS/UNITS:

24 HOURS

2 UNITS

PREREQUISITES:

NONE

TEXTS AND MATERIALS:

Delmar's Comprehensive Medical Assisting; Administrative and Clinical competencies 5th Edition, Lindh, Pooler, Tamparo & Dahl 2014 Text (ISBN 9781133602866) and Workbook (ISBN 9781133603016)

CLASS DESCRIPTION:

This class is designed to train the student in various concepts and tasks inherent in a medical office: Telecommunications, Patient scheduling, Written communications, Medical records documents and management, Daily Financial and Accounting Practices.

CLASS OBJECTIVES:

1. To introduce patient scheduling options, proper telephone techniques in day to day business as well as emergency situations.
2. To explain the guidelines of general correspondences and mailing of medical/biohazard specimens.
3. To file charts by alphabet and terminal digit filing methods and accurate handling of medical records.
4. To provide the student with a basic understanding of daily financial and accounting practices in ambulatory medical settings.

CLASS FORMAT OVERVIEW:

The class is conducted in a lecture format, as well as a question and answer discussion method.

METHODS OF INSTRUCTION:

As lecture and student participation are used as the principal means of instruction, it will be expected that all students will be present every day to take part in class. Reading in the text will be required with workbook pages as scheduled for homework.

CLASS ATTENDANCE:

It is expected that each student will be in class when class begins. Should the student come in later than five minutes after class begins, he or she should be certain that the instructor has noted his or her presence in class. It will then be up to the instructor to decide if the student had arrived in time to be counted as present – the instructor's decision will be final.

It will be the student's responsibility to learn of any assignments given in class when absent.

80% attendance is mandatory;

90% or above is mandatory for those who are in a full program and qualify for the externship.

TESTING:

Quizzes are given throughout each section at the instructor's discretion and cannot be made-up. The student must satisfactorily complete all tests, exercises, and homework with a passing grade of 60% or better. There are no retakes of any tests in medical.

LATE TESTING:

A 10 PERCENT PENALTY WILL BE ISSUED FOR ALL LATE TESTS. If you are not present the day of the test and have not made arrangements with the instructor to take the test early, you will automatically be given the 10 percent penalty. (Late tests start with a "B" minus 10 %) Late homework will receive 1% off the final grade per class period that it is late.

GRADING POLICIES:

Each student is graded on a cumulative point system to include all tests and the final exam up to at least 60% accuracy to pass the class. Homework is on a pass/fail system and will not be accepted until complete. If assignments are late they will be given a 1 percent class grade penalty for every class period that each is incomplete/late.

The grading is as follows:

90 - 100% A

80 - 89% B

70 - 79% C

60 - 69% D

BELOW 60% F

Students out of uniform will be subject to a uniform contract grading policy of 1 percent class grade penalty for every class period that they are out of uniform.

IF A STUDENT FAILS TO COMPLETE ALL COMPONENTS OF THE CLASS DURING THE MODULE, THEY WILL EARN A FAILING GRADE.

ANTICIPATED LEARNING
OUTCOMES:

Upon completing this course, the student will be able to:

1. Identify various scheduling techniques including matrix for an appointment book.
2. Explain proper phone procedures including routine and emergency calls.
3. Exhibit a working knowledge of medical record keeping.
4. Demonstrate an operational understanding of basic medical office financial and accounting practices.
5. Display understanding of common bookkeeping terms

MDN251 Medical Office Procedures II— Weekly Schedule

Week	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
1	Introduction Syllabus & Calendar READ textbook chapters 12, 13, 15	Telecommunications Lecture	Telecommunications Lecture and Patient Scheduling Lecture	Patient Scheduling Lecture
2	Patient Scheduling and Written Communications Lecture	Written Communications Lecture Must complete quiz review	QUIZ 1 REVIEW	Quiz 1 Homework Due: Workbook Ch 12 pages 113-119 Ch 13 pages 125-129 Ch 15 pages 143-147 No WEB Activity
3	READ Ch 14 & 16 Medical Records Management and Documents Lecture	Medical Records Management and Documents Lecture	Alphabetic and Terminal Digit Filing Must complete quiz review	QUIZ 2 REVIEW
4	Quiz 2 Homework Due: Workbook Ch 14 pages 133-141 Ch 16 pages 153-158 No WEB Activity	READ Ch 19 & 21 Daily Financial Practices Lecture	Daily Financial Practices Lecture	Daily Financial Practices Lecture
5	Daily Financial Practices Lecture	Accounting Practices Lecture	Accounting Practices Lecture Must complete Final review	QUIZ 3 REVIEW
6	Quiz 3 Homework Due: Workbook Ch 19 pages 181-189 Ch 21 pages 199-209 No WEB Activity	Final Exam Review	FINAL EXAM	Final Exam Grades MUST BE PRESENT

This schedule is subject to change at the discretion of the instructor to meet the learning objectives of the course.

Time spent in preparation for or reflection on course lecture will approximate two hours outside of class for each lecture credit hour utilized by the instructor in delivery of the material and ¼ hour outside of class for each hour of structured lab time.